Request for Qualifications

For

Enterprise Software System

FY10-130-96

May 6, 2010

Request for Qualifications
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Section 1: General Information

City Of Manchester, NH

Request for Qualifications (RFQ) – FY10-130-96

THE ABOVE NUMBER MUST APPEAR ON ALL RESPONSES AND RELATED CORRESPONDENCE.

THIS IS NOT AN ORDER

RESPOND NO LATER THAN May 17, 2010 2:00 PM	RFQ INITIATIVE: Enterprise Software System	All vendors must respond in detail to each element of this RFQ in order to be considered for contract award. **Eight (8) copies of your response should be mailed to address on page three (3) with the price schedule in a separate sealed envelope.**
Proposer Name:		SEND ALL CORRESPONDENCE TO THE CONTACT BELOW City of Manchester Information Systems Department 100 Merrimack Street Manchester, NH 03101-2210 Jennie Angell Director, Information Services Email: JAngell@ManchesterNH.gov Phone: (603) 624-6519 x 2310 FAX: (603) 624-6320

Section 2: Objectives

Introduction and Objectives

This Request for Qualifications (RFQ) is issued by the City of Manchester for the purpose of identifying vendors qualified to provide the City of Manchester with a full suite of integrated software solutions designed to meet the overall needs of Administration, Finance, Human Resources, Utility Billing, & Community Development.   It is the intent of the City of Manchester to review and assess the RFQ responses to determine which vendor(s) can meet the needs of the City of Manchester. The City may choose to contract with a responding vendor for the products and services presented in this response.

Section 3: Information for Vendors

Disclaimer

This RFQ does not form or constitute a contractual document. The City of Manchester shall not be liable for any loss, expense, damage or claim arising out of the advice given or not given or statements made or omitted to be made in connection with this RFQ. The City also will not be responsible for any expenses which may be incurred in the preparation of this RFQ.

Instructions to Proposers

EXAMINATION OF DOCUMENTS

       Before submitting the proposals, the proposer shall:

(a)   Carefully examine the Standards and Specifications as well as all other attached documents;

(b)   Fully inform themselves of the existing conditions and limitations; and

(c)   Include with the proposal sufficient information to cover all items required in the specifications.

RESPONSE MODIFICATIONS

Responses shall be made on the forms provided herein; they shall not contain any recapitulation of the work to be done. Modifications, additions or changes to the terms and conditions of this Request for Qualifications may be cause for rejection of the proposal. Responses submitted on other forms may be rejected. No oral, telephone, or telegraphic responses or modifications will be considered.

QUESTIONS

Questions regarding the Request for Qualifications contents may be sent to the contact person listed in Section 1 via email no later than two (2) business days prior to due date for proposals. The City Of Manchester will make every effort to provide a written response within two (2) business days. Whenever responses to inquiries would constitute a modification or addition to the original RFQ, the reply will be made in the form of an addendum to the Request for Qualifications, a copy of which will be posted on our website.

Vendors must submit their questions using the "Master Q & A Form" found in **Attachment B**.

- Vendor's name, requester, and appropriate contact information.
- Clearly state the question and Request for Qualifications section.
- Specific reference to the applicable Request for Qualifications section(s).

RFQ Submission

Upon the submission of the RFQ response, the vendor acknowledges that all information is accurate and complete. In addition, please send eight (8) hard copies via mail to the point of contact listed in Section 1.

Section 4: RFQ Evaluation and Selection Processes

Initial Evaluation

Proposals received will undergo an initial review to determine:

- Compliance with instructions stated in the RFQ
- Compliance with RFQ submittal date

RFQ Process Timeline	Dates
RFQ Posted on City Website	May 6, 2010
Responses due by 2:00PM	May 17, 2010
Preliminary Evaluation Period	May 28, 2010
Finalist Evaluation Period (Estimated dates)	June 11, 2010
Committee Recommendation (Estimated date)	June 25, 2010

Phase II: Evaluation Criteria

The evaluation of vendor's proposals may include, but is not limited to, the following criteria:

- Ability of Vendor to provide the defined goods/services required by the City of Manchester
- Experience of Vendor with the maintenance and support of the City of Manchester' existing SunGard Public Sector Applications.
- Experience of the Vendor in the conversion from the City's existing SunGard Public Sector Systems to the vendor's proposed solutions.
- Experience of Vendor with the IBM System i5
- Capacity to assume new business
- Implementation methodology Availability (timetable) for providing goods and/or services
- Breadth of services available
- Ongoing support
- Training
- Compliance with the City of Manchester Terms and Conditions

Section 4: RFQ Evaluation and Selection Processes (continued)

Phase II: Evaluation Process

The City of Manchester has formed a Steering Committee consisting of key personnel from throughout the City of Manchester organization. Vendor responses to the RFQ will be reviewed by the committee and the above criteria will be used to determine the vendors most qualified to meet the defined needs of the City of Manchester. The most qualified vendor(s) will be considered finalists. The Steering Committee will further evaluate the finalist(s) response(s), which may include but will not be limited to requests for additional product, services, & pricing information, on-site and/or remote product demonstrations, interviews/discussions with references, audited financial statements, and reference on-site visits.

The Steering Committee will make a final recommendation to the Board of Mayor and Aldermen and a decision will be made as to how the City of Manchester will proceed.

Section 5: Scope of Work

Background

The City of Manchester is the largest city in the State of New Hampshire with a population of approximately 110,000. The City currently employs 1233 full-time and approximately 107 part-time/seasonal workers in 24 different departments/divisions including: Airport, Board of Assessors, City Clerk, City Solicitor, Elderly Services, Finance, Fire, Health, Highway, Environmental Protection Division, Facilities Division, Human Resources, Information Systems, Library, Manchester Economic Development, Parking Division, Parks, Recreation & Cemetery Division, Planning & Community Development, Police, Tax Collection, Traffic Division, Water Works, Welfare and Youth Services.

The City of Manchester currently runs over sixteen (16) SunGard Public Sector (formally known as H.T.E.) fully integrated software applications on an IBM System i5 Model 525. The IBM i5 is configured with 8GB of memory and 880GB of disk. In addition to the IBM System i5, the City maintains a variety of networked Dell servers running Windows Server operating systems for document management, user interface (Navi Line), printing, web applications, and more. The City of Manchester originally purchased its first SunGard modules in December of 1996 and over the years has continued to purchase additional modules.

In addition to the SunGard Public Sector applications, the City of Manchester utilizes a suite of Public Safety applications for Fire and Police. The City of Manchester does NOT want the Public Safety applications addressed in your response to this RFQ.

I.   Introduction and Scope of Project

The City of Manchester is seeking responses to this Request for Qualifications from vendors that can provide the City of Manchester with an integrated systems solution designed to meet the complex and changing needs of the City's local government environment. The City desires a suite of integrated software applications that will replace and improve the functionality that is provided by its existing SunGard systems and that can offer additional applications identified in this RFQ. The City requires that all software solutions be web-based applications and prefer that all solutions are designed to be both platform and database independent.

The City of Manchester requires a vendor to be very familiar with its current SunGard applications, the IBM System i5, and the DB2 relational database. It is very important to the City of Manchester that any vendor submitting a response to our RFQ have a proven track record of successful conversions from each of the City's SunGard applications to the applications recommended in their response. In addition to having knowledge of our applications and experience with data conversion, it is imperative that a vendor have a detailed migration plan that addresses the support of the City's existing SunGard applications, the integration of the City's existing applications to the new software, and the overall continuity of business throughout the conversion process.

NOTE: Each field in the tables below MUST be filled in with an appropriate answer. Do not simply answer with a reference to another section of your response. Failure to comply with this requirement will result in the disqualification of your response.

II.   Application Information

Please provide a response to each of the application areas listed below. You may provide additional information relevant to your responses in the comment area at the bottom of each section. Please attach additional pages if you need more room than is provided for your comments.

Below are the valid codes for the Vendor Response and Software Licensing:

Vendor Response Codes:

   Y = Fully Provided   **T** = Third Party Software   **F** = Provided in the Future   **M** = Modification Required

Vendor Software Licensing Codes:

   UN = Unlimited Users   **CC** = Concurrent Users   **PS** = Per Seat

Sampling of Application Statistics:

Utility Billing Accounts:	30K	G/L Transactions:	2.85M / yr
Tax Billing Statements:	31K	Cash Receipt Transactions:	281K / yr
Land/Parcels Count:	35K	Purchase Orders:	21.6K / yr
Building Permits Issued:	6K / yr	Fleet Inventory:	800
Planning Projects	350 / yr	Business Licenses:	18K / yr
Code Enforce Violations:	3K / yr	Fixed Assets:	4K
Payroll:	1235 FT / 110 PT	P-Card Transactions	9K / yr

Acct Receivable Customers: 12K

Section 5: Scope of Work (Continued)

1. **Financial Applications**

   Below is a listing of Financial related applications that the City of Manchester either currently has in production or desires. Please complete the table and provide additional information in the comments section provided.

Application Name	Current Status	Vendor Response Code	Software Licensing Code	Vendor Module Name & Number of Customers Using Module
Budget	In Production			
Global Financials	In Production			
Accounts Payable	In Production			
Accounts Receivable	In Production			
Fixed Asset Mgmt	In Production			
Cash Receipts	In Production			
Purchasing	In Production			
Procurement Card Processing	In Production			
Inventory	In Production			
Fleet Mgmt with Gas Boy Interface	In Production			
Payroll	In Production			
Special Assessments	In Production			
Loans	* Desired			
Property Taxes	In Production			
Work Order Mgmt	In Production			
Human Resource Mgmt	* Desired			

   Comments:

Section 5: Scope of Work (Continued)

2. **Utility Billing**
   Below is a listing of Utility Billing and related applications that the City of Manchester either currently has in production or desires. The City of Manchester has separate water and sewer departments and sends separate bills. The usage part of the sewer bill is based on the water meter readings which are shared with the sewer department. Please complete the table and provide additional information in the comments section provided.

Application Name	Current Status	Vendor Response Code	Software Licensing Code	Vendor Module Name & Number of Customers Using Module
Utility Billing	In Production			
Meter Reading Interfaces	In Production			
Batch Payment Interfaces (Lock Box)	In Production			
Work Order / Scheduling	In Production			
Asset Mgmt for Hydrants, Pumps, Pipes, Manholes, etc.	* Desired			

   Comments:

3. **Community Development Applications**
   Below is a listing of Community Development related applications that the City of Manchester either currently has in production or desires. Please complete the table and provide additional information in the comments section provided.

Application Name	Current Status	Vendor Response Code	Software Licensing Code	Vendor Module Name & Number of Customers Using Module
Land/Parcel Mgmt	In Production			
Planning & Engineering	In Production			
Code Enforcement	In Production			
Building Permits	In Production			
Business Licenses	In Production			
GIS Centric Land File (ESRI Compatible)	* Desired			

Comments:

4. **Citizen Access / Reporting / Other Applications**

Below are a variety of applications that the City of Manchester either currently has in production or desires. Please complete the table and provide additional information in the comments section provided.

Application Name	Current Status	Vendor Response Code	Software Licensing Code	Vendor Module Name & Number of Customers Using Module
Utility Billing On-line Inquiry & Bill Payments	In Production			
Tax Billing On-Line Inquiry & Bill Payments	In Production			
Building Permits On-line Inquiry, Application, Scheduling & Payments	* Desired			
Business Licenses On-line Inquiry, Application, & Payments	* Desired			
Code Enforcement On-line Inquiry & Payments	* Desired			
Planning & Engineering On-line Inquiry	* Desired			
Employment On-line Job Postings & Application	* Desired			
Human Resource Mgmt Employee On-line Inquiry & Updating of Info.	* Desired			
Payroll: Online/Automated Timecard System	* Desired			
Kronos Timekeeping Interface	In Production			
Kiosk Application Support for On-Line Citizen Access	* Desired			
Asset Mgmt for Small assets such as computers, radios, printers, phones, etc.	* Desired			

Asset Mgmt for Streets, Manholes, Signs, Traffic Signals, etc.	* Desired			
Report Writer (Ability to generate custom reports for ad hoc and/or periodic production reporting needs in a variety of formats: Word, Excel, .pdf, etc…)	Currently Using 3rd Party (Cognos)			
Decision Support / Dashboards Software (Ability to data mine, analyze, and report analytical results in interactive dashboards that support drill down capabilities.)	* Desired			
Document Management	* Desired			

Comments:

5. **Additional Application Questions**

   a. <u>Add On Modules:</u> Does your solution require and/or do you recommend any additional "Add-On" software modules that have not already been addressed in this RFQ? Please provide details for any recommendations.

   b. <u>Mobile Applications:</u> Are any of your application modules specifically optimized for wireless mobile communications and/or do you have specialized modules designed specifically for the mobile workforce? Please provide information about your solution and the mobile workforce.

   c. <u>Top 5 Reasons</u> why the City of Manchester would benefit by converting from its existing SunGard Public Sector application environment to your proposed solution: (Attach extra pages if necessary)

III. Platform Information

The City of Manchester desires to have a solution that is platform/database independent. The City's current SunGard applications run on an IBM System i5 and the data resides on the standard IBM DB2 relational database.

1. **Operating System Information**

Please provide information about each of the following operating systems:

Operating System	Supported (Yes/No)	# of Customers Running this O/S	O/S Version Supported	Comments
IBM OS/400				
Windows Server				
Linux				
Unix				

2. **Database Information**

Please provide information about each of the following databases:

Database	Supported (Yes/No)	# of Customers Running this DB	DB Version Supported	Comments
IBM DB2				
Microsoft SQL Server				
Oracle				

Other (List)				

Section 5: Scope of Work (Continued)

3. **Web Server Software:** Please tell us which web server software your application utilizes (Example: IIS, Apache, Tomcat, BEA Weblogic)

4. **Development Framework:** Please tell us which framework your application is built on (Example: Java, .NET, SmallTalk, etc.)

5. **Browser Support**
    a. Does your application require client software loaded on each device or is your application a web based solution?

    b. Which of the following browsers can be used with your application?
        1. Internet Explorer
        2. Firefox
        3. Chrome
        4. Safari
        5. Others (please list)

6. **Additional Platform Questions**

    a. Which operating system do you recommend for your application & why?

    b. Which database do you recommend for your application & why?

    c. Which browser(s) work best with your application?

    d. All proposals should include hardware specifications for all facets of the proposed solution. Note: The City of Manchester will be coordinating any hardware purchases through existing state/local contracts.

    e. Can the City of Manchester run the proposed applications successfully on an IBM System i5? If yes, please provide an overview of the environment necessary to do so?

    f. Programming Tools: The City of Manchester currently has several programmers within our Information Systems Department. Their backgrounds and skill sets cover a wide range of technologies within the industry.

        1. Does your solution allow clients to customize the applications?

        2. If customization is allowed, what programmer tools & skill set would you recommend for the developers?

IV. Conversion to Proposed Solution

1. How many conversions has your company done from SunGard Public Sector (H.T.E.) products in each of the major application areas: Financial, Utility Billing, and Community Development? Please provide a list of at least three (3) municipalities that you have converted from SunGard Public Sector (H.T.E.) along with contact information from the municipalities. Also, provide a list of the modules converted and the cost of those conversions.

2. Tell us about your company's experience in working with and supporting SunGard Public Sector (H.T.E.) products (years of experience, application knowledge, file structure familiarity, etc.):

3. How many years of experience does your company have with the IBM System i5 (a.k.a. AS/400, iSeries, System i)?

Section 5: Scope of Work (Continued)

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4. Please provide an overview of your company's methodology to data migration, application conversion, end-user training, and business practices consulting. At a minimum, be sure that your overview addresses these following areas:

   a. How do you plan to maintain business continuity as you work through the timeline to convert from the City's existing modules to each of the proposed modules? Manual interfaces, custom interfaces, other?

   b. Who will provide application support for the City's existing SunGard applications once the conversion process has begun? Will the City of Manchester continue to pay SunGard throughout the conversion timeline, will your company provide application support, or will the City's local programming staff be responsible for support of the applications?

   c. The City of Manchester has customized modifications to several of the installed SunGard applications. These modifications were made and are supported by SunGard. How does your company address custom modifications?

   d. Please address your company's philosophy concerning the use of on-site visits, training, conference calls, and other means of communication throughout the conversion timeline.

   e. Please include a review of how your conversion plan handles data cleanup tasks, including areas of responsibility and possible associated costs.

   f. In every conversion, it is common to discover situations in which the new software cannot meet the City's current business practices. When faced with these challenges, either the software can be adapted to meet the City's needs, the City's business practices can be changed to accommodate the software functionality, and/or a combination of these two options. Be sure to discuss how your company approaches these challenges, if there are options for software customization, and if there are additional costs associated with these modifications.

   g. Include a timeline for the project that addresses pre-conversion, conversion, and post conversion tasks. In this timeline, include an estimate of personnel days required by vendor and city staff for successful completion of each module conversion.

V. On-Going Maintenance, Support, and Training.

1. Please describe the on-going support and maintenance options for all recommended software products from your company.

2. Do you recommend that authorized support personnel from your organization have access to the City's system through a prearranged secure access (dial-up, VPN, other?)

3. Custom Programming: Explain how your company addresses any needs the City of Manchester would have for customized changes to your applications.

4. Does your support contract cover routine/periodic updates to your applications? If yes,

   a. Does the City of Manchester install the updates during scheduled downtime or does your company apply the updates?

   b. How often will the City of Manchester be provided with updates to the application software?

5. Does your company have the ability to download and apply a fix to a problem in the City's software or production data?

6. What end-user training is available for the proposed applications? (On-line, instructor led webinars, on-site trainers, user groups, etc.)

7. Is end-user documentation included with your software? If so, in what format(s)?

8. Does your company offer periodic "Best Practices" reviews of how the City of Manchester is utilizing your software applications in its production environment?

VI. General Functionality

Please provide some general information about your proposed solution.

Response Codes: **S** = Standard in Base System **T** = Third Party Tool Required
C = Customization Required **N** = Not Available

General Functionality	Response Code	Comments
Proposed Application modules are seamlessly integrated		
Web Browser Interface for applications (no client software)		
Provides for custom, user-defined, or ad hoc queries with output to view on-line, print, or file		
Allows user-configurable screen column layout		
On-line, real-time updates of all data elements within the application database		
Integrates with Office automation software		
Reporting output to HTML, PDF, & Excel formats		
System provides secure customer web-access functionality		
Integrated, customer-designable workflow to track and approve transactions flow through the system		
View, on-line, all information stored in the system and the ability to drill around in the product from a summary figure to the detailed source transactions without running a report		
Query tools are embedded in the software and not a third party application		
Provisions for multiple databases for testing & training		
Applications provide ability to define a records retention schedule and includes automated records purge and legal hold functionalities		
Accommodate imaging of documents and attaching those documents to transactions		
Produce comprehensive management reporting for all areas within the organization		
Produce both standard and user-defined ad hoc reports		
All reports available on-line, print, E-mail, or fax		

VII. General Functionality (Continued)

Please provide some general information about your proposed solution.

Response Codes: **S** = Standard in Base System **T** = Third Party Tool Required
C = Customization Required **N** = Not Available

General Functionality	Response Code	Comments
Security component that controls access to information based on organization & individual permissions		
User-defined security and approvals for all options, documents, tables, and views		
Extensive security features to prevent unauthorized altering of database information		
Provide ability to access multiple applications with one login as provided by security control setup		
Active Directory Authentication		

VIII. Future Direction

Please describe the vision your company has for the future. The City of Manchester wants to be aware of the direction your company is moving and any major changes that would affect both the solutions you recommend today and the overall foreseeable solutions that you will be recommending in the next 5 to 10 years.

How often do new releases come out?

IX. RFQ Reporting Requirements

To provide for a uniform review process and to obtain comparability, it is required that proposals be organized in the manner specified below:

1. **Title Page**

   Show the RFQ subject, the name of the company, local address, telephone number, name of the contact person and the date.

2. **Table of Contents**

   Include a clear identification of the materials by section and by page number.

3. **Letter of Transmittal** (Limit to one page)

   Briefly state the company's understanding of the work to be done

4. **Requested Information**

   Please provide all requested information outlined in the Scope of Work.

5. **Complete all attachments with the requested information.**

ATTACHMENT A

VALIDATION QUESTIONS FOR VENDORS

GENERAL INFORMATION

1)   Company Name
         Address:
         Contact Name:
         Contact Phone:
         Contact Email:

2) Company Website/URL:

3) How many facilities/locations do you have in the U.S? Please list

4) How many years has your company been doing business under this name?

5) Total Full-Time Employees

6) Do you have Small Business Administration (SBA) Status? If yes, can you provide documentation?

7) What are your standard payment terms?

8) References – Please provide the City of Manchester with company references.
   I.   New Local Government Organizations (started doing business with your company in the past 12 months) that were users of the legacy SunGard Public Sector software and are using the proposed software solution.
   II.   Retained Local Government Organizations (have been doing business with your company for 3 + years) that were users of the legacy SunGard Public Sector software and are using the proposed software solution.
   III.   Local Government Organizations that are of a similar size and are utilizing most of the applications that you have proposed.

   Please attach a MS Word format document with all contact information for your references.

LEGAL ISSUES

1) Are there any lawsuits against your company? If yes, please provide information concerning the lawsuit.

ATTACHMENT B

MASTER Q & A FORM

PROJECT: Enterprise Software System

Master Q&A	Any questions regarding the Request for Qualifications should be submitted according to the process outlined below. Answers will be sent to vendors within two (2) business days of receiving the questions.
Q&A Process	1. Prepare questions or concerns on the template provided. 2. Complete the table in full, providing a date for each question and a section of the RFQ to reference (if applicable). 3. Submit the completed form via email to JAngell@ManchesterNH.gov 4. Attach associated documents as necessary. Please contact Jennie Angell with any questions regarding this process.

#	Date	Reference Section	Question or Comment	City Response
1				
2				
3				
4				

ATTACHMENT C

VENDOR CONTACT INFORMATION

A. Company Contacts

Primary Contact Person (Name):	
Title/Function:	
Address	
Business Hours Phone:	
Fax:	
E-mail:	
Name of Person Responding to Request:	
Title/Function:	
Address:	
Phone:	
Fax:	
E-mail:	

B. General Company and Financial Information

Company Name:	
Headquarters Address:	
City, State, ZIP	
Headquarters Phone:	
Headquarters FAX:	
Company Owned By:	
Percent % Ownership:	
Years In Business	
Name of CIO	
Name of CEO/President:	